

Bureau of Health Care Quality & Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVS5695PCA	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/04/2009
NAME OF PROVIDER OR SUPPLIER ESSENTIAL CARE NEVADA INC		STREET ADDRESS, CITY, STATE, ZIP CODE 10155 W TWAIN AVE SUITE #100 LAS VEGAS, NV 89147		
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P 000	<p>Initial Comments</p> <p>This Statement of Deficiencies was generated as a result of the initial State Licensure survey conducted at your agency on 08/04/09. This State Licensure survey was conducted by the authority of NRS 449.150, Powers of the Health Division.</p> <p>The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state or local laws.</p> <p>The agency had applied for a license as a Personal Care Aide Agency which provides in-home personal care services to elderly and disabled persons.</p> <p>The census was 8 clients. Eight (8) clients charts and (7) employees files were reviewed.</p> <p>There were no complaints investigated.</p> <p>The following deficiencies were found at the time of the survey:</p>	P 000		
P 060 SS=F	<p>Section 14.1(2) Administrator Responsibilities</p> <p>2. The administrator of an agency shall represent the licensee in the daily operation of the agency and shall appoint a person to exercise his authority in his absence. The responsibilities of an administrator include, without limitation:</p> <p>(a) Employing qualified personnel and arranging for their training;</p> <p>(b) Ensuring that only trained attendants are</p>	P 060		

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TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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P 060	<p>Continued From page 1</p> <p>providing services to a client of the agency and that such services are provided in accordance with the functional assessment of the client, the service plan established for the client and the policies and procedures of the agency;</p> <p>(c) Developing and implementing an accounting and reporting system that reflects the fiscal experience and current financial position of the agency;</p> <p>(d) Negotiating for services provided by contract in accordance with legal requirements and established policies of the agency;</p> <p>(e) Providing oversight and direction for attendants and other members of the staff of the agency as necessary to ensure that the clients of the agency receive needed services;</p> <p>(f) Developing and implementing policies and procedures for the agency, including, without limitation, policies and procedures concerning terminating the personal care services provided to a client;</p> <p>(g) Designating one or more employees of the agency to be in charge of the agency during those times when the administrator is absent; and</p> <p>(h) Demonstrating to the Health Division upon request that the agency has sufficient resources and the capability to satisfy the requests of each client of the agency related to the provision of the personal care services described in the service plan to the client.</p> <p>This STANDARD is not met as evidenced by: Based on record review and interview, the agency failed to ensure that</p> <p>(b) only trained attendants were providing services to clients of the agency, and</p>	P 060			

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P 060	Continued From page 2 (e) oversight and direction for attendants was provided to ensure that the clients received needed care Findings include: The agency's administrator failed to ensure that only trained attendants provided services to the clients of the agency. Four (4) of 7 attendant files (Employee #1, #2, #4 and #6) failed to contain any training documentation. The agency also failed to provide oversight and direction for the attendants ensuring that the clients received the correct services. Severity: 2 Scope: 3	P 060		
P 210 SS=C	Section 15(12) Personnel Records 12. Provide for the maintenance of current personnel records which confirm that the policies and procedures are being followed; and This STANDARD is not met as evidenced by: Based on record review, the agency failed to have a policy providing for the maintenance of current personnel records which confirm that the policies and procedures are being followed. Findings include: The agency policy and procedure manual was reviewed. No policy was located which provided for the maintenance of current personnel records which confirm that the policies and procedures are being followed. Severity: 1 Scope: 3	P 210		

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P 230 SS=F	<p>Section 16.1(a-i) Personnel File</p> <p>Sec. 16. 1. A separate personnel file must be kept for each attendant of an agency and must include, without limitation:</p> <p>(a) The name, address and telephone number of the attendant;</p> <p>(b) The date on which the attendant began working for the agency;</p> <p>(c) Documentation that the attendant has had the tests or obtained the certificates required by NAC 441A.375;</p> <p>(d) Evidence that the references supplied by the attendant were checked by the agency;</p> <p>(e) Evidence of compliance with NRS 449.179 by the administrator of the agency or the person licensed to operate the agency with respect to the attendant;</p> <p>(f) Proof that, within 6 months after the attendant began working for the agency, the attendant obtained a certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate approved by the Health Division;</p> <p>(g) Proof that the attendant is at least 18 years of age;</p> <p>(h) Proof of possession by the attendant of at least the minimum liability insurance coverage required by state law if the attendant will be providing transportation to a client in a motor vehicle; and</p> <p>(i) Documentation of all training attended by and performance evaluations of the attendant.</p> <p>This STANDARD is not met as evidenced by: Based on record review and interview, the agency failed to follow NRS 449.0021 Section 16.1(a)-(i).</p>	P 230			

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P 230	Continued From page 4 Findings include: Employee files were reviewed. 1. (a) One (1) of 7 employee's files (Employee #5) lacked legal evidence of the employee's name, address and telephone number. 2. (b) Seven (7) of 7 employee's files (Employee #1, #2, #3, #4, #5, #6 and #7) lacked the date on which the employees began working for the agency. 3. (c) Five (5) of 7 employee's files (Employee #1, #4, #5, #6 and #7) lacked the documentation that the attendant has had the tests or obtained the certificates required by NAC 441A.375. 4. (d) Seven (7) of 7 employee's files (Employee #1, #2, #3, #4, #5, #6 and #7) lacked evidence that the references supplied by the employee were checked by the agency. 5. (e) Seven (7) of 7 employee's files (Employee #1, #2, #3, #4, #5, #6 and #7) lacked evidence of compliance with NRS 449.179 by the administrator of the agency with respect to the employees. 6. (g) One (1) of 7 employee's files (Employee #5) lacked proof that the employee was at least 18 years of age. 7. (h) Three (3) of 7 employee's files (Employee #4, #5 and #6) lacked proof of auto insurance coverage. 8. (i) Four (4) of 7 employee's files (Employee #1, #2, #4 and #6) lacked documentation of required training. Severity: 2 Scope: 3	P 230		
P 240 SS=C	16.1(2) Training Documentation 2. The documentation described in paragraph (i) of subsection 1 must include, without	P 240		

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P 240	<p>Continued From page 5</p> <p>limitation, for each training course attended by the attendant:</p> <p>(a) A description of the content of the training course;</p> <p>(b) The date on which the training course was attended;</p> <p>(c) The number of hours of the training course;</p> <p>(d) The name and signature of the instructor of the training course; and</p> <p>(e) A certificate indicating that the training course was successfully completed by the attendant.</p> <p>This STANDARD is not met as evidenced by: Based on record review, the agency failed to provide the required documentation on the attendant's training certificates.</p> <p>Findings include:</p> <p>The agency failed to ensure that 5 of 7 attendant's (Employee #1; #2; #3; #6 and #7) files contained training certificates which provided:</p> <p>(a) A description of the content of the training course;</p> <p>(b) The date on which the training course was attended;</p> <p>(c) The number of hours of the training course;</p> <p>(d) The name and signature of the instructor of the training course; and</p> <p>(e) A certificate indicating that the training course was successfully completed by the attendant.</p> <p>Severity: 1 Scope: 3</p>	P 240		
P 250 SS=E	Section 16.1(3) Competency Evaluation	P 250		

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P 250	Continued From page 6 3. The administrator or his designee shall evaluate the competency of an attendant in each competency area required by the agency if the attendant provides written proof of his current or previous training in that competency area. After the initial evaluation, any additional training provided to the attendant may be limited to areas in which the attendant needs to improve his competency. This STANDARD is not met as evidenced by: Based on record review, the agency failed to evaluate the competency of attendants that presented certificates of previous training. Findings include: Two (2) of 6 files (Employee #3 and #5) lacked evidence of an initial evaluation from the agency, upon hire, regarding the certificates they had produced attesting to previous training they had received. Severity: 2 Scope: 2	P 250		
P 270 SS=C	Section 17.1 Supervisory Visits Sec. 17. 1. The administrator of an agency or his designee shall conduct supervisory home visits or telephone calls to the home of each client of the agency to ensure that quality personal care services are provided to the client. This STANDARD is not met as evidenced by: Based on record review, the agency failed to conduct supervisory home visits or telephone calls to the homes of clients to ensure that quality personal care services are provided.	P 270		

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P 270	Continued From page 7 Findings include: Six (6) of eight client's files (Client #1, #2, #3, #4, #6 and #8) failed to provide evidence of a supervisory home visit, or a telephone call to the home, regarding the satisfaction of care that the client was receiving. Severity: 1 Scope: 3	P 270		
P 290 SS=F	Section 18 Attendant Qualifications Sec. 18. Each attendant of an agency must: 1. Be at least 18 years of age; 2. Be responsible and mature and have the personal qualities which will enable him to understand the problems of elderly persons and persons with disabilities; 3. Understand the provisions of this chapter and chapter 449 of NRS; 4. Demonstrate the ability to read, write, speak and communicate effectively with the clients of the agency; 5. Demonstrate the ability to meet the needs of the clients of the agency; and 6. Receive annually not less than 8 hours of training related to providing for the needs of the clients of the agency. This STANDARD is not met as evidenced by: Based on record review on, the agency failed to ensure that 6 of 6 attendants demonstrated the ability to meet the needs of the clients. Findings include: Six (6) of 6 attendant's files (Employee #1, #2, #3, #4, #5 and #6) failed to show that the	P 290		

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P 290	Continued From page 8 attendants had the ability to meet the needs of the clients. Severity: 2 Scope: 3	P 290			
P 300 SS=E	Section 19.1(a) Knowledge of Code Sec. 19. 1. Each attendant of an agency shall: (a) Obtain a working knowledge of the provisions of this chapter which govern the licensing of agencies before providing personal care services to the clients of the agency. The agency must provide a copy of those provisions to an attendant before the attendant may provide personal care services to the clients of the agency. This STANDARD is not met as evidenced by: Based on record review on, the agency failed to ensure that 2 of 7 employee files had documentation noting that the attendants understood 449.0021 and chapter 449 of NRS. Findings include: Two (2) of 7 employee files (Employee #5 and #6) failed to contain documentation that the attendants understood 449.0021 and chapter 449 of NRS, obtained a working knowledge of the provisions, and were provided a copy of the regulations for Personal Care Agencies. Severity: 2 Scope: 2	P 300			
P 310 SS=F	Section 19.1(b) Training Sec. 19. 1. Each attendant of an agency shall: (b) Participate in and complete a training program	P 310			

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P 310	Continued From page 9 before independently providing personal care services to the clients of the agency. The training program must include an opportunity for the attendant to receive on-the-job instruction provided by clients of the agency, as long as the administrator of the agency or his designee provides supervision during this instruction to determine whether the attendant is able to provide personal care services successfully and independently to the client. This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure that 4 of 6 attendants completed a training program before independently providing personal care services to the clients. Findings include: Four (4) of 6 attendants files (Employee #1, #2, #4 and #6) failed to contain documentation and a certificate showing they had completed a training program before independently providing personal care services to the clients. Severity: 2 Scope: 3	P 310		
P 320 SS=F	Section 19.1(c) Training Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (1) In the written documentation of: (I) Personal care services provided to the clients of the agency; and (II) Verification of time records. (2) In the rights of clients, including, without limitation, training in methods to protect client confidentiality pursuant to state and federal regulations.	P 320		

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P 320	<p>Continued From page 10</p> <p>(3) Related to the special needs of elderly persons and persons with disabilities, including, without limitation, training in the sensory, physical and cognitive changes related to the aging process.</p> <p>(4) Related to communication skills, including, without limitation, active listening, problem solving, conflict resolution and techniques for communicating through alternative modes with persons with communication or sensory impairments.</p> <p>This STANDARD is not met as evidenced by: Based on record review on, 6 of 6 attendants failed to receive the required training before independently providing personal care services to the clients of the agency.</p> <p>Findings include:</p> <p>The agency failed to ensure that:</p> <ol style="list-style-type: none"> 1. Six (6) of 6 attendants (Employee #1, #2, #3, #4, #5 and #6) received training in the written documentation of personal care services provided to the clients of the agency; and verification of time records, 2. Four (4) of 6 attendants (Employee #1, #2, #4 and #6) received training in the rights of clients, 3. Four (4) of 6 attendants (Employee #1, #2, #4 and #6) received training in the special needs of elderly persons and persons with disabilities, and 4. Four (4) of 6 attendants (Employee #1, #2, #4 and #6) received training related to communication skills before independently providing personal care services to the clients of the agency. <p>Severity: 2 Scope: 3</p>	P 320			

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P 330	Continued From page 11	P 330		
P 330 SS=E	<p>Section 19.1(c)(5) Training CPR</p> <p>Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (5) In first aid and cardiopulmonary resuscitation. A certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate will be accepted as proof of that training.</p> <p>This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure 3 of 7 employees had proof of training in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate.</p> <p>Findings include:</p> <p>The agency failed to ensure that 3 of 7 employees (Employee # 1, #4 and #7) received training in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate.</p> <p>Severity: 2 Scope: 2</p>	P 330		
P 340 SS=F	<p>Section 19.1(c)(6)(I-III) Training</p> <p>Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (I) Duties and responsibilities of attendants and the appropriate techniques for providing personal care services;</p>	P 340		

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P 340	<p>Continued From page 12</p> <p>(II) Recognizing and responding to emergencies, including, without limitation, fires and medical emergencies;</p> <p>(III) Dealing with adverse behaviors;</p> <p>This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure that 6 of 6 attendants received training in duties and the responsibilities of the attendant, recognizing and responding to emergencies, and dealing with adverse behaviors.</p> <p>Findings include:</p> <p>The agency failed to ensure:</p> <ol style="list-style-type: none"> 1. Six (6) of 6 attendants (Employee #1; #2; #3; #4; #5; and #6) received training that is specifically related to the personal care services provided by the agency and 2. Six (6) of 6 attendants (Employee #1; #2; #3; #4; #5 and #6) received training in recognizing and responding to emergencies, and dealing with adverse behaviors before independently providing personal care services to the clients of the agency. <p>Severity: 2 Scope: 3</p>	P 340			
P 350 SS=F	<p>Section 19.1(c)(6)(IV) Training Nutrtrion</p> <p>Sec. 19. 1. Each attendant of an agency shall:</p> <p>(c) Receive training:</p> <p>(6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics:</p> <p>(IV) Nutrition and hydration, including, without limitation, special diets and meal preparation and service;</p>	P 350			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVS5695PCA	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/04/2009
NAME OF PROVIDER OR SUPPLIER ESSENTIAL CARE NEVADA INC		STREET ADDRESS, CITY, STATE, ZIP CODE 10155 W TWAIN AVE SUITE #100 LAS VEGAS, NV 89147		
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P 350	Continued From page 13 This STANDARD is not met as evidenced by: Based on record review on, the agency failed to ensure that 4 of 6 attendants received training in nutrition and hydration. Findings include: The agency failed to ensure 4 of 6 attendants (Employee #1, #2, #4 and #6) received training in nutrition and hydration before independently providing personal care services to the clients of the agency. Severity: 2 Scope: 3	P 350		
P 360 SS=F	Section 19.1(c)(6)(V) Training Bowel/Bladder Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (V) Bowel and bladder care, including, without limitation, routine care associated with toileting, routine maintenance of an indwelling catheter drainage system such as emptying the bag and positioning, routine care of colostomies such as emptying and changing the bag, signs and symptoms of urinary tract infections, and common bowel problems, including, without limitation, constipation and diarrhea; This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure that 5 of 6 attendants received training in	P 360		

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P 360	Continued From page 14 bowel and bladder care. Findings include: The agency failed to ensure 5 of 6 attendants (Employee #1, #2, #4, #5 and #6) received training in bowel and bladder care before independently providing personal care services to the clients of the agency. Severity: 2 Scope: 3	P 360		
P 370 SS=F	Section 19.1(c)(6)(VI-VII) Training Skin Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (VI) Skin care, including, without limitation, interventions that prevent pressure sores, routine inspections of the skin and reporting skin redness, discoloration or breakdown to the client or a representative of the client and to the administrator of the agency or his designee; (VII) Methods and techniques to prevent skin breakdown, contractures and falls; This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure that 5 of 6 attendants received training in skin care and methods and techniques to prevent skin breakdown. Findings include: The agency failed to ensure 5 of 6 attendants	P 370		

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P 370	Continued From page 15 (Employee #1, #2, #4, #5 and #6) received training in skin care, including method and techniques to prevent skin breakdown, contractures and falls, before independently providing personal care services to the clients of the agency. Severity: 2 Scope: 3	P 370		
P 380 SS=F	Section 19.1(c)(6)(VIII) Training Hand Washing Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (VIII) Hand washing and infection control; This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure that 4 of 6 attendants received training in handwashing and infection control. Findings include: The agency failed to ensure 4 of 6 attendants (Employee #1, #2, #4 and #6) received training in hand washing and infection control before independently providing personal care services to the clients of the agency. Severity: 2 Scope: 3	P 380		
P 390 SS=F	Section 19.1(c)(6)(IX) Training Body Mechanics Sec. 19. 1. Each attendant of an agency shall:	P 390		

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P 390	Continued From page 16 (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (IX) Body mechanics, mobility and transfer techniques, including, without limitation, simple nonprescribed range of motion; and This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure that 4 of 6 attendants received training in body mechanics, mobility and transfer techniques. Findings include: The agency failed to ensure 4 of 6 attendants (Employee #1, #2, #4 and #6) received training in body mechanics, mobility and transfer techniques before independently providing personal care services to the clients of the agency. Severity: 2 Scope: 3	P 390		
P 400 SS=F	Section 19.1(c)(6)(X) Training Safe Environment Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (X) Maintenance of a clean and safe environment. This STANDARD is not met as evidenced by: Based on record review, the agency failed to	P 400		

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P 400	Continued From page 17 ensure that 4 of 6 attendants received training in the maintenance of a clean and safe environment. Findings include: The agency failed to ensure 4 of 6 attendants (Employee #1, #2, #4 and #6) received training in maintaining a clean and safe environment before independently providing personal care services to the clients of the agency. Severity: 2 Scope: 3	P 400			
P 410 SS=F	Section 19.1(c)(2-3) Training Evaluation 2. Each attendant of an agency must be evaluated and determined to be competent by the agency in the required areas of training set forth in paragraph (c) of subsection 1. 3. Each attendant of an agency must have evidence of successful completion of a training program that includes the areas of training set forth in paragraph (c) of subsection 1 within the 12 months immediately preceding the date on which the attendant first begins providing care to a client. This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure that 6 of 6 attendants were evaluated and determined to be competent by the agency in the required areas of training set forth in paragraph (c) of subsection 1 of NRS 449.0021. And that each attendant of the agency had evidence of successful completion of a training program. Findings include:	P 410			

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P 410	Continued From page 18 The agency failed to ensure 6 of 6 attendants (Employee #1, #2, #3, #4, #5 and #6) were evaluated and determined to be competent by the agency in the required areas of training, and that each attendant of the agency had evidence of successful completion of a training program. Severity: 2 Scope: 3	P 410		
P 430 SS=C	Section 20.1(2) Disclosure Statement 2. The written disclosure statement must include a description of and information concerning the personal care services offered by the agency, including, without limitation: (a) A statement which is easily understandable to the client indicating that it is not within the scope of the license of the agency to manage the medical and health conditions of clients should the conditions become unstable or unpredictable; (b) The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency; (c) The charges for the personal care services provided by the agency; (d) A description of billing methods, payment systems, due dates for bills for personal care services and the policy for notifying clients of increases in the costs of personal care services provided by the agency; (e) The criteria, circumstances or conditions which may result in the termination of personal care services by the agency and the policy for notifying clients of such termination of personal care services; (f) Procedures for contacting the administrator of the agency or his designee during all hours in which personal care services are	P 430		

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P 430	Continued From page 19 provided and the on-call policy of the agency; and (g) Information concerning the rights of clients and the grievance procedure of the agency. This STANDARD is not met as evidenced by: Based on record review, the agency disclosure statement provided to 8 of 8 clients failed to contain all of the required information. Findings include: Eight (8) client files were reviewed. Files for Clients #1, #2, #3, #4, #5, #6, #7 and #8 failed to contain the following required disclosure information: (b) The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency; (d) The policy for notifying clients of increases in the costs of personal care services provided by the agency; (f) Procedures for contacting the administrator of the agency or his designee during all hours in which personal care services are provided and the on-call policy of the agency; and (g) Information concerning the rights of clients and the grievance procedure of the agency. Severity: 1 Scope: 3	P 430			
P 450 SS=C	Section 21.1(2) Grievance Procedure 2. The administrator of an agency shall establish and enforce a procedure to respond to grievances, incidents and complaints concerning the agency in accordance with the written	P 450			

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P 450	Continued From page 20 policies and procedures of the agency. The procedure established and enforced by the administrator must include a method for ensuring that the administrator or his designee is notified of each grievance, incident or complaint. The administrator or his designee shall personally investigate the matter in a timely manner. A client who files a grievance or complaint or reports an incident concerning the agency must be notified of the action taken in response to the grievance, complaint or report or must be given a reason why no action was taken. This STANDARD is not met as evidenced by: Based on record review, the agency failed to provide a clear and concise Grievance Policy to 8 of 8 clients. Findings include: The agency failed to provide a Grievance Policy to 8 of 8 clients (Clients #1; #2; #3; #4; #5; #6; #7 and #8) which stated how the client would be notified of the action taken in response to the grievance, complaint or report, or, given a reason why no action was taken. Severity: 1 Scope: 3	P 450			
P 470 SS=C	Section 21.1(4) Client Rights 4. The agency shall develop a written description of the rights of clients and provide a copy to each client or a representative of the client upon initiation of the service plan established for the client. A signed and dated copy of the receipt of this information by the client or a representative of the client must be	P 470			

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P 470	Continued From page 21 maintained in the record of the client. This STANDARD is not met as evidenced by: Based on record review, the agency failed to have a signed and dated statement in 8 of 8 client's files that a copy of the rights of the client had been provided. Findings include: A signed and dated copy of the receipt of the rights of the clients failed to be in 8 of 8 client's files, (Client #1; #2; #3; #4; #5; #6; #7 and #8). Severity: 1 Scope: 3	P 470		
P 480 SS=C	Section 21.1(5) Written Client Rights Requirements 5. The written description of the rights of clients developed pursuant to subsection 4 must include, without limitation, a statement that each client has the right: (a) To receive considerate and respectful care that recognizes the inherent worth and dignity of each client; (b) To participate in the development of the service plan established for the client and to receive an explanation of the personal care services provided pursuant to the service plan and a copy of the service plan; (c) To receive the telephone number of the Bureau which may be contacted for complaints; (d) To receive notification of any authority of the Health Division to examine the records of the client as related to the regulation and evaluation of the agency by the Health Division; (e) To receive from the agency, within the limits	P 480		

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P 480	Continued From page 22 set by the service plan established for the client and within the program criteria, responses to reasonable requests for assistance; and (f) To receive information, upon request, concerning the policies and procedures of the agency, including, without limitation, the policies and procedures of the agency relating to charges, reimbursements and determinations concerning service plans. This STANDARD is not met as evidenced by: Based on record review, the agency failed to provide in the written description of rights with all of the required information for 8 of 8 clients. Findings include: Eight (8) client files were reviewed. None of the 8 client files contained a complete description of client rights to include without limitation, that each client has the right: (c) To receive the telephone number of the Bureau of Health Care Quality and Compliance which may be contacted for complaints; and (d) To receive notification of any authority of the Health Division to examine the records of the client as related to the regulation and evaluation of the agency by the Health Division; Severity: 1 Scope: 3	P 480		
P 500 SS=C	Section 22.1(3) Prior to Initiation of Services 3. The agency shall complete the following tasks before providing the personal care services outlined in the service plan established for the client and as often as necessary if the service plan is revised:	P 500		

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P 500	<p>Continued From page 23</p> <p>(a) Evaluate whether the agency has sufficient resources and the capability to satisfy the requests of the client and to provide the client with the personal care services described in the service plan;</p> <p>(b) Review the service plan with the client, including, without limitation, the schedule for the provision of personal care services to the client, the procedure to follow if an attendant fails to provide personal care services in accordance with the service plan, the hiring and training policies of the agency, the responsibilities of the agency, the procedure for filing a grievance or complaint and any personal care services that an attendant is prohibited from providing pursuant to section 23 of this regulation;</p> <p>(c) Review the procedure to be followed if an attendant does not appear for a scheduled visit and the procedure to be followed if an additional visit from an attendant is required;</p> <p>(d) Ensure that the personal care services requested by the client are services which assist the client with the activities of daily living; and</p> <p>(e) Ensure that the agency is coordinating the personal care services that it will be providing to the client with the care and services available to the client from other organizations and persons.</p> <p>This STANDARD is not met as evidenced by: Based on record review, the agency failed to perform the following tasks before providing services to 8 of 8 clients.</p> <p>Findings include:</p> <p>The agency failed to complete the following tasks for 8 of 8 clients (Client #1; #2; #3; #4; #5; #6; #7 and #8) before providing the personal care</p>	P 500		

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P 500	Continued From page 24 services outlined in the service plan established for the client. (b) ...the procedure to follow if an attendant fails to provide personal care services in accordance with the service plan, the hiring and training policies of the agency, and any personal care services that an attendant is prohibited from providing pursuant to section 23 of this regulation; (c) Review the procedure to be followed if an attendant does not appear for a scheduled visit and the procedure to be followed if an additional visit from an attendant is required. Severity: 1 Scope: 3	P 500		

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